

# Integrity Marketing Group Broker Support Pilot Program

Beginning 8/11/23

The Wellcare logo consists of the word "wellcare" in a white, lowercase, sans-serif font, positioned inside a teal-colored circle. A small "TM" trademark symbol is located at the bottom right of the circle.

**Wellcare Broker Support is proud to present Integrity Marketing Group:  
A new, enhanced way to interact with our Broker Support Call Center.**

 **This program was designed to improve your Wellcare Broker Support experience:**

- Premier program for Integrity Marketing Group agents and brokers only.
- Includes all agents and brokers within the Integrity Marketing Group hierarchy.
- Covers MA, D-SNP, and PDP products.
- Go live is 8/11/23

 **What is the Pilot Program?**

Broker Support is expanding call types to support most Customer Service call reasons, such as:

- PCP changes
- Demographic updates
  - Address updates not included as those may change service area
  - Member must be on the phone for any demographic updates or changes
- Simple billing questions
- No payments accepted or updating payment types
- Benefit and ancillary questions
- Review current member benefits
- *Claims questions are excluded*

 **The program is not a replacement for Centene Workbench self-service items.**

- Book of Business section will display member's enrollment status for both the agency and downline.
- Application section will display "Application Status" for broker and their downline. Users can upload supported applications and review any RFI for the agency or their downlines.
- My Credential section displays the agency and their downline's status and certifications, and allows them to manage their license and view downline licenses and credentials.
- Dashboard section enables users to view alerts and widgets to manage their business, status, and credentials.
- Workflows for hierarchy changes allow users to manage brokers who are within the downline and directly report to Integrity Marketing Group.
- Termination and Release feature allows users to manage brokers who directly report to Integrity Marketing Group.
- Onboarding Field Broker feature enables individual and bulk onboarding.

 **Exclusive Contact Information:**

888-880-9247

Monday – Friday, 8 a.m. – 6 p.m. EST

*This number is only for Integrity Marketing Group agents and brokers. Unassociated agents or brokers will be transferred. For agent use only. Not for distribution to prospects or members.*